

Department: Department Of Commerce
Agency: Bureau of the Census
Job Announcement Number: PRAO-A-09-06A

Overview

Information Technology/Support Liaison Specialist

Salary Range: 32534 to 62593 USD Per Year
In addition a 13% Cost-of-Living adjustment will be paid.
Series & Grade: GG-2210-7/11

Promotion Potential: 11

Open Period: 12/3/2008 to 12/31/2008

Position Information: Full-Time This is a time limited Schedule A appointment with a Not-to-Exceed date of September 25, 2010. May be extended if agency needs arise.

Duty Location: Few vacancies - Guaynabo Area, PR

Who May Be Considered:

Applications will be accepted from all United States citizens.

Job Summary:

This bulletin has been amended to correct salary range.

This bulletin will remain open for a minimum of 10 days, or until sufficient applications are received.

Has responsibility for management and maintenance of the LAN in the Regional Office and the Local Census Offices (LCOs). Manages user accounts on the system, creating, modifying and deleting users as appropriate, providing access rights to applications, files, and system devices. Troubleshoots problems and resolves them if possible; initiates problem resolution procedures as necessary.

Key Requirements:

- U.S. Citizenship.
- A car and valid driver's license is required.
- Must speak, read and write Spanish and English

Duties

Major Duties:

Has responsibility for management and maintenance of the LAN in the Regional Office and the Local Census Offices (LCOs). Manages user accounts on the system, creating, modifying and deleting users as appropriate, providing access rights to applications, files, and system devices. Troubleshoots problems and resolves them if possible; initiates problem resolution procedures as necessary. May assist with installation of the LANs in the LCOs. Responsible for user support, account management and IT systems support in the LCOs and Regional Census Centers (RCCs), including VOIP phone systems. Conducts feasibility studies and recommends course of action. Reviews requirements of projects to determine objectives of the program, nature of the unprocessed data, and processes required in support of the computer effort in order to organize work processes and problems for computer solution. Oversees the creation of general utility routines. Provides user training. Responsible for a full range of system administration/management of the Division's NOVELL Network as well as the support of the

Division's production system environment. May assist with asset management and security systems administration. May be required to travel to LCOs in New England, New York and Puerto Rico.

Qualifications and Evaluation

Qualifications:

GG-2210-07: \$32,534 – \$42,290

GG-2210-09: \$39,795 – \$51,738

GG-2210-11: \$48,148 – \$62,593

In addition a 13% Cost-of-Living adjustment will be paid.

You may qualify for a position based on your education, experience, or a combination of both. If you are using education to qualify for a position, you **MUST** submit a copy of your college transcripts or a listing of college courses showing course number, title, grade, type (semester/quarter), and number.

GG-7: Experience: Applicant must have one year of specialized experience equivalent to the next lower grade in translating detailed logical steps developed by others into language codes that computers accept, operating computer consoles, scheduling the sequence of programs to be processed by computers, and preparing documentation on cost/benefit studies including summarizing the material and organizing it into logical fashion.

Education: One full year of graduate education or superior academic achievement with major study in computer science, information science, information system management, mathematics, statistics, operations research, engineering, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

GG-9: Experience: Applicant must have one year of specialized experience equivalent to the next lower grade that demonstrated knowledge of computer requirements and techniques in carrying out project assignments which involve the development of minor modifications to parts of a system, analyzing the interrelationships of pertinent components of the system; planning the sequence of actions necessary to accomplish the assignment.

Education: Two full years of progressively higher level graduate study or a master's degree in one of the following majors: computer science, information science, information systems management, mathematics, statistics, operations research, engineering, or another major which provided knowledge equivalent to major in a computer field.

GG-11: Experience: Applicant must have one year of specialized experience equivalent to the next lower grade that demonstrated knowledge of computer approaches, techniques, and requirements appropriate to an assigned computer application area, planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls, adapting guidelines or precedents to the needs of an assignment.

Education: Three full years of progressively higher-level graduate education leading to a Ph.D., or equivalent doctoral degree with major study in computer science, information science, information

systems management, mathematics, statistics, operations research, engineering, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

You must be a U.S. citizen to qualify for this position.

How Will You Be Evaluated:

Candidates will be evaluated on the extent and quality of their experience, education, and accomplishments as related to the following:

Experience with system management responsibilities of a Local Area Network (LAN) connectivity and network operating systems; Experience with the design, implementation, backup, security and contingency planning, resource allocation of disk and users, installation of LAN hardware and operating system software; Experience using and supporting Novell's Netware 5.x and Microsoft's Windows desktop operating system.

To be considered, applicants must submit a separate, individual statement addressing each of the following evaluation criteria.

1. Describe your experience with system management responsibilities of Local Area Network (LAN) connectivity and network operating systems.
2. Describe your experience with the design, implementation, backup, security and contingency planning, resource allocation of disk and users, installation of LAN hardware and operating system software.
3. Describe your experience using and supporting Novell's Netware 5.x and Microsoft's Windows desktop operating system.

Benefits and Other Information

Benefits:

You may participate in the Federal Employees Health Benefits program, with costs shared with your employer. More info: <http://www.usajobs.gov/jobextrainfo.asp#FEHB>.

Life insurance coverage is provided. More info: <http://www.usajobs.gov/jobextrainfo.asp#life>

New employees are automatically covered by the Federal Employees Retirement System (FERS). If you are transferring from another agency and covered by CSRS, you may continue in this program. More info: <http://www.usajobs.gov/jobextrainfo.asp#retr>

You will earn annual vacation leave. More info: <http://www.usajobs.gov/jobextrainfo.asp#VACA>

You will earn sick leave. More info: <http://www.usajobs.gov/jobextrainfo.asp#SKLV>

You will be paid for federal holidays that fall within your regularly scheduled tour of duty. More info: <http://www.usajobs.gov/jobextrainfo.asp#HOLI>

Other Information:

This job is being filled by an alternative hiring process and is not in the competitive civil service. For further information on this vacancy you may contact Charles Neuman, Assistant Area Manager, at 787-705-8203.

How to Apply**How to Apply:**

You must submit your application so that it will be received by the closing date of the announcement.

We encourage you to use the USAJOBS resume builder to speed the application process. You can not apply on line, be sure your application includes the following: A resume or an Optional Application for Federal Employment (OF 612) or any other format. [Although we do not require a specific format, certain information is required to determine if you are qualified.](#)

Submit a narrative statement responding to the knowledge, skills and abilities (KSAs) identified in the announcement (Evaluation Criteria). This information will be used to determine your eligibility and/or rating and is required.

Mail, fax or email the following:

1. Your resume or OF-612,
2. Your 3 statements addressing the evaluation criteria, and
3. Your other supporting documents.

**U.S. Census Bureau
Boston Regional Census Center
1 Beacon Street 7th Floor
Boston, MA 02108
ATTN: David Souza
Phone: 617-223-3650
FAX: 617-223-3675
Email: boston.rcc.personnel@census.gov**

Separate applications are required for each grade for which you wish consideration. An applicant may submit an Optional Application for Federal Employment (OF-612), or a resume, AND the evaluation criteria.

List your work duties and accomplishments relating to the job for which you are applying.

Provide the dates of your employment and the number of hours you worked per week.

The following information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- Recruiting Bulletin number, title, and lowest grade acceptable.
- Full name, mailing address (including zip code) and day and evening phone numbers (with area code)

- Social Security number
- Country of citizenship (this Federal job requires U.S. citizenship)
- Veteran's Preference – Applicants claiming 10-point veteran's preference MUST submit the SF-15, Application for 10-Point Veteran Preference, with the required proof (i.e., statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. Applicants claiming 10-point preference who do not submit the required documentation will receive 5-point Veteran's preference. Applicants claiming 5-point veteran's preference must submit a DD-214 to receive preference.
- Highest Federal civilian grade held (if applicable)
- Highest education level achieved. Specify: name, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements, type of degree received, and graduate of foreign universities must include proof of foreign education equivalency to an accredited U.S. college/university.
- To qualify based on education, submit a copy of your college transcript, along with your application.
- Paid and non-paid work experience related to the position. For each work experience include job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.
- Job-related training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/licenses (current), and honors, awards, and special accomplishments (e.g., publications, memberships in professional societies, etc.).

The use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.

Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling 617-223-3650.

APPLICATION DEADLINE: All applications must be received by the closing date. No applications will be accepted after this date.

CONDITIONS OF EMPLOYMENT:

- This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- FAIR LABOR STANDARDS ACT (FLSA): Grade GG-12 is exempt from the minimum pay and overtime provisions of the FLSA (as amended by P.L. 93-259).
- Payment of relocation expenses is not authorized.
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.

- You will be required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make a false statement in any part of your application, you may not be hired; or you may be fired after you begin; or you may be fined or jailed.

- If selected, male applicants born after December 31, 1959 must confirm their selective service registration status. Certification forms are available at most Federal agency personnel offices or from the U.S. Office of Personnel Management.

- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).

THIS AGENCY PROVIDES REASONABLE ACCOMMODATIONS TO APPLICANTS WITH DISABILITIES. IF YOU NEED A REASONABLE ACCOMMODATION FOR ANY PART OF THE APPLICATION AND HIRING PROCESS, PLEASE NOTIFY THE AGENCY. THE DECISIONS ON GRANTING REASONABLE ACCOMMODATIONS WILL BE ON A CASE-BY-CASE BASIS.

THE U.S. DEPARTMENT OF COMMERCE IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.

ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE, COLOR, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, DISABILITY, MARITAL STATUS, AND AFFILIATION WITH AN EMPLOYEE ORGANIZATION, SEXUAL ORIENTATION, OR OTHER NON-MERIT FACTOR.

Contact Information:

David Souza
Phone: 617-223-3650
Fax: 617-223-3675
Internet: boston.rcc.personnel@census.gov

Or Write:
Department Of Commerce
One Beacon Street
7th Floor
Boston MA 02108
US

What to Expect Next:

Once your complete application is received we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 60 days of the closing date of this announcement. You will be notified of the outcome.

[EEO Policy Statement](#)

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

Reasonable Accommodation

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

Veterans Information

Veterans who served on active duty in the U.S. Armed Forces and were separated under honorable conditions may be eligible for veterans' preference. For service beginning after October 15, 1976, the veteran must have served the required length of time and have a Campaign Badge, Expeditionary Medal, a service-connected disability, or have served in the Gulf War between August 2, 1990, and January 2, 1992.

The Veterans Employment Opportunity Act (VEOA) gives veterans access to job vacancies that might otherwise be closed to them. The law allows eligible veterans to compete for vacancies advertised under agency's promotion procedures when the agency is seeking applications from outside of its own workforce.

To claim veterans' preference, veterans should be ready to provide a copy of their DD-214, Certificate of Release or Discharge from Active Duty, or other proof. Veterans with service connected disability and others claiming 10 point preference will need to submit Form SF-15, Application for 10-point Veterans' Preference.

For more specifics on all veterans employment issues such as Veterans preference or special appointing authorities see the VetGuide.

Legal and Regulatory Guidance

Social Security Number - Your Social Security Number is requested under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants who may have the same name. As allowed by law or Presidential directive, your Social Security Number is used to seek information about you from employers, schools, banks, and others who may know you. Failure to provide your Social Security Number on your application materials, will result in your application not being processed.

Privacy Act - Privacy Act Notice (PL 93-579): The information requested here is used to determine qualifications for employment and is authorized under Title 5 U.S.C. 3302 and 3361.

Signature - Before you are hired, you will be required to sign and certify the accuracy of the information in your application.

False Statements - If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action.

Selective Service - If you are a male applicant born after December 31, 1959, you must certify that you have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.